GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:2825
ANSWERED ON:11.05.2016
Efficiency in Working of Bureaucrats
Singh Shri Sushil Kumar

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government intends to take any decisive measures to bring more efficiency in the working of bureaucrats in Government departments and if so, the details thereof;

(b) whether the Government is aware that many bureaucrats do not take necessary actions towards the issues raised to them by elected representatives;

(c) if so, the steps taken by the Government to hold the bureaucrats accountable in this regard;

(d) whether there is any plan to define specified time-frame for resolution of issues raised by the elected representatives to the bureaucrats; and

(e) if so, the details thereof?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office. (DR. JITENDRA SINGH)
(a): Central Government has since long been reviewing officials on the grounds of efficiency under FR 56(j) of Fundamental Rules, under Rule 48 of CCS (Pension Rules, 1972) and under Rule 16(3) of All India Services (Death-cum-Retirement Benefits) Rules, 1958. These provisions have been reiterated from time to time. Government has also issued instruction to the Ministries / Departments regarding time bound submission of proposals to the respective Cadre Controlling Authorities, for initiating disciplinary proceedings against officers. On completion of enquiry, disciplinary action as appropriate, including compulsory retirement is taken under the relevant Service Rules as applicable to various Services.

(b) to (e): (i) Government had issued detailed guidelines on 01.12.2011 to all Ministries / Departments / Chief Secretaries of all States / UTs regarding official dealings between the administration and Member of Parliament and State Legislatures, inter-alia, stating therein that each communication received from the Member of Parliament, a member of the public, a recognized association or a public body has to be acknowledged within 15 days, followed by a reply within the next 15 days of the acknowledgement sent. These guidelines were reiterated to all Ministries / Departments and Chief Secretaries of all States and UTs on 09.10.2012 and on 19.11.2014.

(ii) This issue has been brought to the attention of the Government on earlier occasions also. The issue has also been discussed in the meetings of the Hon'ble Minister of State for Personnel, Public Grievances and Pensions / Secretary (Personnel) with the Principal Secretaries (Personnel / GAD) of the State Governments, which are held from time to time. Government forwards the issues raised by the elected representatives to the concerned Ministries / Departments / State Governments / UTs for appropriate action.

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